



**RHODE ISLAND
JUDICIARY
USER GUIDE FOR
ELECTRONIC FILING**

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FOR THE WORKERS'
COMPENSATION COURT**

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1. Mandatory Electronic Filing

- 1.1 Overview - Pursuant to Provisional Article X of the Rhode Island Supreme Court Rules Governing Electronic Filing, electronic filing (efiling) shall be mandatory for all parties except for incarcerated individuals or where a waiver is granted in accordance with Article X, Rule 3(c). Self-represented litigants may electronically file documents in accordance with Article X, Rule 3(b) but are not required to do so. If there are any conflicts between Article X and the Rhode Island Judiciary User Guide for Electronic Filing, Article X shall control.

2. Electronic Filing System Registration

- 2.1 Overview - The Rhode Island Judiciary's (Judiciary) electronic filing system (EFS) is called Odyssey File and Serve, a product of Tyler Technologies, Inc. Access to the EFS is located on the Judiciary's website at www.courts.ri.gov under the heading of Electronic Filing or the Registered User may go directly to <https://rhodeisland.tylerhost.net/>.

2.2 Requirements

- 2.2.1 Registered User – A Registered User is an individual or entity with an assigned username and password authorized by the Judiciary to access and utilize the EFS.

- 2.2.2 Overview – To become a Registered User of the EFS, an individual or entity shall be responsible for the following:

- A. Maintain an email address where notice and service can be made. Attorneys shall register his or her email address with the Supreme Court through the Supreme Court Attorney Portal, Attorney Registration.

It is the responsibility of every Registered User to have a valid, working email address. The Judiciary assumes no responsibility for inoperable email addresses or unread email.

The case management system (CMS) can currently store only one email address per attorney, which will be the one on file with the Supreme Court. Attorneys may want to configure their own email system to forward any emails from the court to the appropriate staff within his or her office.

- B. Sign a User Agreement that establishes the obligations and responsibilities of the Registered User and provides guidelines for the use of the EFS.

- C. Provide and maintain a valid credit card for billing purposes.

- 2.2.3 Training – Registered Users are strongly encouraged to participate in a training session conducted by staff of Tyler Technologies, Inc. via live webinars through

the Internet. If you are an attorney, the training session will qualify for one (1) Rhode Island mandatory continuing legal education (MCLE) credit.

As the taped training sessions are available online (on-demand) on the Judiciary's website, anyone can view them as needed. MCLE credit will not be offered for the self-study taped sessions online. You may register for the webinar training or view the taped sessions on the Judiciary's website at www.courts.ri.gov under the heading of Electronic Filing, Training or go directly to <http://www.tylertech.com/news-events/tyler-events/client-training/odyssey-file-serve-online-training>.

- 2.3 Odyssey File and Serve User Guide - Tyler Technologies, Inc. provides a user guide for Odyssey File and Serve. The user guide is located on the Judiciary's website at www.courts.ri.gov under the heading of Electronic Filing.

2.4 Usernames and Passwords

- 2.4.1 Usage – A username and password may be used only by the individual or attorney to whom the username and password were issued, by an attorney's law firm or office, or by another person authorized by an attorney to use the username and password.

- 2.4.2 Security – If an individual or attorney is no longer authorized to use a username and password or if there is reason to believe the security of a username and password has been compromised, it is the responsibility of the Registered User to change the password.

3. Technical Requirements for Using the EFS

- 3.1 Document Type - Documents filed in the EFS shall be in a searchable portable document format (PDF).

- 3.2 Document Attachments or Exhibits – Filings may be comprised of several individual documents or one document with several attachments or exhibits. Document attachments or exhibits shall be submitted individually as separate documents within the same filing. Categories of items such as bills, receipts, invoices, photos, etc. may be submitted in one attachment.

- 3.3 Document Format - Documents filed electronically shall comply with the following format requirements:

- 3.3.1 Size – 8½" x 11" or 8½" x 14" sizes with portrait orientation.

- 3.3.2 Resolution - At least 200 dot-per-inch (DPI) resolution.

- 3.3.3 Unintelligible Images - No unintelligible images (e.g., no all-black images).

- 3.3.4 Access - Documents may not be secured, password-protected, or have other features limiting access.
- 3.3.5 Black and White Images - Only black and white images shall be submitted. Color documents submitted via the EFS are transformed into black and white images.
- 3.3.6 Optical Character Recognition (OCR) - No OCR data shall be contained in or associated with the document.
- 3.3.7 Content - Only readable words, viewable pictures, or images and valid, non-corrupted tables shall be included.
- 3.3.8 No Corrupt Files - Documents shall not be corrupted (e.g., a corrupt file having 1 byte of data).
- 3.3.9 Complete Images or Files - Documents must comprise the complete image or file. A file that experiences an upload issue or time out on file transfer from a submitting party usually appears as an incomplete image or file when opened.
- 3.4 Document Size
 - 3.4.1 Single Electronic Document - A single electronic document should not be greater than 6 megabytes (equivalent to approximately 350 pages of text).
 - 3.4.2 Single Filing - A single filing should not be greater than 25 megabytes. Larger documents or filings may be filed in several parts.
- 3.5 Documents Shall be Self-contained
 - 3.5.1 Requirement - All electronic documents shall be self-contained and must not contain hyperlinks or shortcuts to external documents or websites.
- 3.6 System Compatibility and Requirements
 - 3.6.1 Software and Equipment – To run Odyssey File and Serve, a Registered User must have a computer with Internet access and permissions to download/install Microsoft Silverlight. Registered Users will also need a mechanism to create PDF files and may need a scanner to copy and transmit documents to the courts. Redaction software should also be considered for filing documents.
 - 3.6.2 Browser/Cloud Based Solution - Odyssey File and Serve is a browser/cloud based solution. As the EFS currently requires Microsoft Silverlight, Internet Explorer, Google Chrome, and Mozilla Firefox are recommended browsers.
 - 3.6.3 Macintosh Compatibility - Safari is not compatible with Microsoft Silverlight. Macintosh users should download Firefox. The EFS is currently being

programmed in HTML5. Once this programming is complete, Odyssey File and Serve will run on any operating system and browser.

- 3.6.4 Confidentiality of the Data – All filings are sent via HTTPS/SSL. The databank facility which hosts Odyssey File and Serve is SSAE16 compliant. A Registered User may only view documents that he or she files directly or those filed by someone else within the same firm.

Documents filed electronically are held for thirty (30) days in Odyssey File and Serve and are then purged. Once purged from Odyssey File and Serve, the documents are only accessible through the Judiciary's CMS. Access to case information is outlined on the Judiciary's website at www.courts.ri.gov under the heading of Electronic Filing.

4. Payment

- 4.1 Method of Payment – Only credit cards shall be accepted through the EFS.
- 4.2 Rejection of Credit Card – If a credit card is declined, the transaction will not be submitted for efilng.
- 4.3 Fees - In addition to the filing fees of the respective courts, there will be an additional **one-time** fee that shall be assessed on all civil cases when using Odyssey File and Serve. Subject to General Assembly approval, the projected additional fees are broken down as follows: \$17.50 electronic filing fee to be remitted to Tyler Technologies; \$3.25 technology surcharge to be remitted to the Judiciary; and a convenience (credit card) fee which will vary in cost from based upon the amount of the transaction.
- 4.4 Refunds - No refunds shall be processed unless the party submitting payment can show that the payment was erroneously made or if the payment made was in excess of what was due. The clerks' offices may not generate or take in requests for refunds. If you believe that you are entitled to a refund of your payment, you must submit your request to the Supreme Court's Finance Office, Attention: Director, 670 New London Avenue, Cranston, RI 02920. Upon review, a refund shall be issued to the paying party as long as there are no other outstanding obligations owed to the Judiciary by the party submitting payment. A check will be issued and sent to the paying party. Refunds will be processed within five (5) business days of verification by the Supreme Court's Finance Office.

The civil case processing fee, technology fee, and credit card fee are non-refundable.

4.5 Waiver of Fees

- 4.5.1 Self-represented Litigant - Whether the self-represented litigant is a Registered User or not, if he or she seeks to have the court waive the cost of service of process and filing fees, the self-represented litigant must file the Petition or Complaint with the court **and** a Motion to Proceed in Forma Pauperis **with** an affidavit supporting the motion either through the EFS or at the respective clerk's

office. The form for a Motion to Proceed in Forma Pauperis is located on the Judiciary's website at www.courts.ri.gov under the heading of Forms.

Upon review and acceptance by the court of the filing, a hearing will be scheduled on the Motion to Proceed in Forma Pauperis by the court. If the court grants the motion, the service of process and filing fees shall be waived. If the court denies the motion, the filing fee, case processing fee, technology fee, and credit card fee shall be assessed on the case.

- 4.5.2 State Agencies – If you are a State Agency and a Registered User, the State Agency must select “Waiver” under the “Payment Account.” Once the State Agency receives a submitted status on the filing, the court shall review and accept or reject the filing.
- 4.6 Reconciliation of Credit Card Statements - Under the “Filings” tab in the EFS, there is an “Export” button on the top right-hand side of the screen. By clicking on “Export,” your filings and the itemized fees paid on the case will be exported to a Microsoft Office XML file. The file will assist attorneys in reconciling credit card statements with his or her client files.

5. Case Service Contacts List

- 5.1 Requirement – **Registered Users are required to enter his or her own contact information in the “Case Service Contacts” list in each individual case to ensure receipt of service of any documents.** Please note that the “Case Service Contacts” list is different from the “Firm Service Contacts” list which allows you to maintain a list of attorneys registered for efileing but are not attached to any specific case.

6. Pleadings, Service, and Notice

- 6.1 Case Initiating Documents – Registered Users shall submit all filings, including case initiating documents (the first document filed in a case), through the EFS. Case initiating documents such as subpoenas and summonses with complaints, petitions, or other documents that are required by statute or court rule to be hand-delivered, delivered in person, or mailed cannot be electronically served. As noted in the diagram below, a Registered User can only check “Efile” (this will file the document with the court without service or notice to any party).

Enter Filing Details ?

[Add Another Filing](#)

Select Filing Code*	<input checked="" type="checkbox"/> EFile
Filing Description*	
Reference Number*	
Documents	
Filing Comments	
Courtesy Copies	

6.2 All Other Documents – Documents that are not required by statute or court rule to be hand-delivered or delivered in person shall be electronically served through the EFS. As indicated in the diagram below, Registered Users have the following options:

6.2.1 Efile – By checking “Efile” only, the document will be filed with the court without service or notice to any party;

6.2.2 Service – By checking “Service” only, the document will be served on the selected parties listed in the “Case Service Contacts” attached to the case but the document will not be efiled with the court; or

6.2.3 Efile and Service – By checking both “Efile” and “Service,” the document will be filed with the court and served on the parties selected from the “Case Service Contacts” attached to the case.

Enter Filing Details



Add Another Filing

Select Filing Code*		<input checked="" type="checkbox"/> EFile <input checked="" type="checkbox"/> Service
<input type="text"/>		
Filing Description*		
<input type="text"/>		
Reference Number*		
<input type="text"/>		
Documents		
Service Document* ⓘ	<input type="text" value="Click to Browse"/>	
Filing Comments		
<input type="text"/>		
Courtesy Copies ⓘ		
<input type="text"/>		

6.3 Consent to Electronic Service – In accordance with Article X, Rules 3(a) and 6(b) of the Rhode Island Supreme Court Rules Governing Electronic Filing, upon the initiation of a case and/or upon submission of an entry of appearance in a matter, Registered Users are deemed to consent to receive service electronically.

6.4 Notice Received by the Registered User

6.4.1 Efile Only - Whenever a pleading or other document is efiled, the EFS will generate a Notice of Electronic Filing. The Notice of Electronic Filing is email verification that the court received the efiled document. The Notice of Electronic Filing will include the text of the docket entry, the link to the stamped document, and whether a document is confidential.

As noted in 3.6.4, stamped documents are stored in the “Filings” list in the EFS for thirty (30) days. However, the “Filings” history, which includes details such as case information, fees, payment, and service information, will remain permanently on the EFS. Registered Users must download the document to his

or her computer or access case information as outlined on the Judiciary's website at www.courts.ri.gov under the heading of Electronic Filing.

6.4.2 Service Only – Whenever a document is served only, the Notice of Electronic Filing will contain the same information as outlined in 6.4.1 above. The Notice of Electronic Filing is the official service or notice of the filing to the parties the Registered User selected from the “Case Service Contacts” list for that individual case (see 5.1 herein). The Notice of Electronic Filing will contain a list of the individuals served with the filing.

6.4.3 Efile and Service – The Notice of Electronic Filing contains the same information as outlined in 6.4.1 and 6.4.2.

6.5 Certificate of Service – All documents filed using the EFS shall include a certificate of service in accordance with Article X, Rule 6(e) of the Rhode Island Supreme Court Rules Governing Electronic Filing.

7. Status of Filings in the EFS

7.1 Accepted – The court has reviewed and accepted the filing from the Registered User.

7.2 Cancelled – The Registered User cancelled the filing. The Registered User may cancel any submitted filing prior to the “submitted” filing reaching “under review” status by the court.

7.3 Draft – The Registered User has entered full or partial information but has not yet submitted the filing to the court.

7.4 Rejected – The court has reviewed the filing and rejected the filing for a specific reason emailed to the Registered User.

7.5 Receipted – The court has received and reviewed a proposed order, motion to seal, or motion requesting an in camera review from the Registered User.

7.6 Served – When using the “Service” function only, served status means service has been completed to the selected parties on the “Case Service Contacts” list.

7.7 Submitted – The document file format and payment information have been verified and received through the EFS, but the filing has not yet entered the review queue of the court.

7.8 Submitting – The Registered User has submitted the filing but the document file format and payment information have not been verified through the EFS.

7.9 Submission Failed – A file format or billing error has occurred in connection with the Registered User's submitted filing. The specifics as to why the submission failed are

available on the “Details” screen, and the Registered User is notified of the specifics through email.

7.10 Under Review – The court has selected the filing from a queue.

8. Motions to Seal with Attached Document(s) and Motions Requesting an In Camera Review with Attached Document(s).

8.1 Overview – To follow is the procedure for filing either a motion to seal or a motion requesting an in camera review with the respective attached document(s):

8.1.1 Filing and Service - The Registered User must make two (2) filings.

A. In the first filing, the motion and document(s) are efiled only with the court. The motion and document(s) to be sealed or reviewed are to be marked confidential.

The screenshot displays a web interface for filing documents. It features a 'Documents' header. Below it, there are two main sections: 'Lead Document*' and 'Attachments'. The 'Lead Document*' section shows a document titled 'Motion to Seal.pdf' with a size of 32.2 kb. Below the title is a 'Description' field containing 'Motion to Seal.pdf' and a 'Confidential' checkbox that is checked. The 'Attachments' section shows a document titled 'Confidential Document.pdf' with a size of 32.2 kb. Below the title is a 'Description' field containing 'Confidential Document.pdf' and a 'Confidential' checkbox that is checked. There is also an 'Add More Documents' link in the 'Attachments' section.

B. In the second filing, the motion only, marked confidential, is eserved on the selected parties listed in the “Case Service Contacts” for that case.

8.1.2 Filing Status - Once the Registered User receives a submitted status on the filing, the court shall review and receipt the filing.

8.1.3 Routing - The filing shall then be forwarded to the appropriate judge or magistrate for review.

8.1.4 Court Action - At the direction of the judge or magistrate, a hearing shall be scheduled.

9. Confidential Documents

9.1 Requirement – Confidential documents are to be filed with the court in accordance with Article X, Rule 8(a) and (b) of the Rhode Island Supreme Court Rules Governing Electronic Filing.

10. Original Documents

10.1 Requirement – Any document that is required by federal or state law, court rule, court order, or case law to be submitted to the court as an original is not subject to the EFS rule. The document shall be filed manually with the court clerk.